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***New Mexico MVD Wins Roadrunner Recognition
from Quality New Mexico***

SANTA FE – The New Mexico Motor Vehicle Division has been awarded with the Roadrunner Recognition by Quality New Mexico, a milestone representing the efficiency and service initiatives and improvements being implemented by MVD to better serve the citizens of New Mexico.

The Roadrunner Recognition is awarded to organizations that demonstrate a commitment to building and implementing quality processes aligned throughout the organization with consistency and able to produce measurable results. These organizations should regularly evaluate and update processes, coordinate with other organizational units, and results should show trends in improvement in the areas of most importance.

“We are honored to be awarded a second organizational excellence recognition from Quality New Mexico. MVD has never been an easier place for New Mexicans to take care of business; wait times are down, customer satisfaction is up, and these cost-effective, customer-centric improvements are serving as the model for good government in New Mexico,” said Demesia Padilla, Secretary of the New Mexico Taxation and Revenue Department. “The support of Governor Susana Martinez has been critical. MVD’s transformation is proof that the Governor’s initiatives to make state government more efficient are working.”

“We could not have made such great strides without the excellent team at MVD. This award reflects their skill and commitment to serving the motoring public through quality service and efficient practices,” continued Secretary Padilla.

MVD was recognized by Quality New Mexico in 2013 with the Piñon Recognition for efforts to begin the process of performance excellence. Since the beginning of the Governor Susana Martinez administration, MVD has made a number of organizational improvements that have contributed to both awards. Online services have been introduced, allowing drivers to renew licenses and registrations from their computer as well as make citation payments. Customers are able to provide instant feedback through customer satisfaction kiosks located at every office. Processes have been re-engineered to provide more efficient

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service and empower managers and front line personnel to solve problems when they occur. Later this year MVD will begin the roll-out of a new database for driver's licenses and registrations that brings their IT systems into the modern era.

"MVD is proud to be recognized for the transformations we have made to serve our citizens in the best possible way, but we will continue to strive for performance excellence through the best practices, processes, and tools available," said William Duran, Director of the New Mexico Motor Vehicle Division.

The New Mexico Motor Vehicle Division is responsible for administering driver's licenses and vehicle registrations in New Mexico. With over 300 team members, MVD is the largest state retail organization and handles over 1.8 million transactions each year, producing \$350 million in revenue. MVD operates 33 field offices and partners with municipalities and private vendors across the state to administer driver services to New Mexicans. The Motor Vehicle Division can be contacted online at www.mvd.newmexico.gov and by phone at 1 (888) 683-4636.

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